

RESOURCE NEWS FLASH
(SPRING/SUMMER 2014; UPDATED 5/22/14)
Audrey Hall, MSW, LCSW, OEF/OIF/OND Program Manager

OVERVIEW

What is the CVAMC Resource News Flash?

The *Resource News Flash* provides a quick overview primarily of outpatient resources, which assist recovery efforts for Veterans with mental illness, medical problems, substance use, or any combination. Resources described in the *News Flash* include commonly used outpatient wellness programs & resources. This quick reference includes:

1. **Critical and practical program information** is provided, such as phone numbers for crisis and urgent care to enrollment, eligibility, how to make an appointment. It also includes CVAMC patient representative/advocate and Veteran Centers near Coatesville VAMC.
2. **Important information for Returning Service Members: Operation Enduring Freedom (OEF)/Operation Iraqi Freedom (OIF)/Operation New Dawn Program (OND)**
3. **A description of commonly used outpatient programs and services**

What is the CVAMC Veterans Resource Guide?

Rather than offering a quick review of programs, the *CVAMC Veterans Resource Guide* provides an in-depth profile of all CVAMC programs and many community resources, which empower Veterans to address the various aspects of their lives - the whole person-body, mind and spirit. This comprehensive 250-page guide catalogues a vast array of available resources.

The CVAMC Veterans Resource Guide is updated with program information on an ongoing basis. Designed to be an easy-to-use and well-organized guide, this tool has been recognized as a valuable tool for Veterans, their families, CVAMC staff, and various community agencies supporting Veterans.

Are the Resource News Flash and CVAMC Veterans Resource Guide available online?

Both resources can be accessed online at <http://www.coatesville.va.gov>. Scroll to bottom of page under RESOURCES & go to Veterans Resource Guide. The 2013 guide (4th edition) is available along with the Resource Newsflash (after chapter 22).

Where can I obtain hard copies of the CVAMC Veterans Resource Guide?

To place orders, please contact (610) 384-7711 x 5044.

TABLE OF CONTENTS: RESOURCE NEWS FLASH

TABLE OF CONTENTS	PAGE(S)
Overview of CVAMC Resource News Flash & Veterans resource guide	1
Table of Contents	2
General Information	3
Crisis and urgent care	3
Enrollment, eligibility, appointments, benefits and claims	3-4
CVAMC patient representative/advocate	4
VISN 4 Veteran Centers	4-5
Returning Services Members: Operation Enduring Freedom (OEF)/Operation Iraqi Freedom (OIF)/Operation New Dawn Program (OND)	5-7
Case Management Program	
Commonly used outpatient wellness programs & resources	
• Behavioral Health: Wellness & Recovery includes:	8-13
o CVAMC Outpatient Mental Health Clinic	8-9
o CVAMC The PTSD Clinic Team	9-10
o CVAMC Biofeedback Clinic	10-11
o CVAMC Mental health intensive case management program (MHICM/CM)	11
o CVAMC Neuropsychology and Psychology Assessment Specialty Clinic	11
o CVAMC Peer Services	11-12
o CVAMC SCRATCH Team	12-13
o CompeerCORPS	13
• Medical, Health, Fitness & Wellness includes:	13-18
o CVAMC Caregiver Program	13
o CVAMC Geriatric and Extended Care (GEC)	14
o CVAMC Medical Foster Home Program	14
o CVAMC MY HEALTHEVET Website and Program	14
o CVAMC Patient Aligned Care Team (PACT)	14
o CVAMC Pharmacy	15
o CVAMC Polytrauma/Traumatic Brain Injury (TBI) Program	15
o CVAMC Primary Care Program	15-16
o CVAMC Spinal Cord Injury Program	16
o CVAMC Telehealth Programs	16-17
o CVAMC Visual Impairment Services Team (VIST)	17
o CVAMC Women's Health Services	18
• Housing	18-19
• Legal	19-20
• CVAMC Physical Medicine and Rehabilitation Program (PM & R)	20-21
• Spirituality: CVAMC Chaplain & Chapel services	21
• CVAMC Substance Abuse Disorder services	21-22
• CVAMC Work Restoration scope of services	23

GENERAL INFORMATION

Coatesville VA Medical Center (CVAMC)

1400 Blackhorse Hill Road,
 Coatesville PA
 (610) 384-7711 or
 1-800-290-6172
www.coatesville.va.gov
www.facebook.com/coatesvillevamc

CVAMC Community Based Outpatient Clinics:

Springfield Outpatient Clinic

194 West Sproul Road,
 Suite 105
 Springfield, PA

Spring City Outpatient Clinic

11 Independence Drive,
 Spring City, PA

CRISIS & URGENT CARE

Veterans Crisis Line- Contact 1-800-273-8255 (TALK) and Press 1.

Coatesville VAMC Urgent Care or Admissions (Bldg. 2, B06) – Open 24 hours per day, 7 days per week. Contact (610) 384-7711 x 5060 or x 4290 or 5059.

CVAMC Suicide Prevention Coordinators- Ruthy Century at (610) 384-7711 x 5074 at urgent care; pager 248. Elizabeth Shulby, LCSW at (610) 384-7711 x 2831 at outpatient mental health clinic; pager 212

Local and County Mental Health Crisis Numbers - In a mental health crisis, contact Valley Creek Crisis Intervention-(610) 280-3270 or Toll Free 877-918-2100.

Berks County	(610) 236-0530
Bucks County	Upper: (215) 257-6551; Central: (215) 345-2273; Lower: (215) 785-9765
Chester County (toll-free)	Valley Creek Crisis Intervention-(610) 280-3270 or 877-918-2100
Delaware County (North)	(610) 237-4210 or (885) 889-7827
Delaware County (South)	610) 447-7600 or (885) 889-7827
Lancaster County	(717) 394-2631
Lebanon County	(717) 274-3363
Montgomery County	(610) 279-6100
Philadelphia County	(215) 685-6440
Northern Delaware	(800) 652- 2929
Southern Delaware	(800) 354-6785
New Jersey (Camden County)	856-428-HELP (4357)

ENROLLMENT, ELIGIBILITY, APPOINTMENTS, BENEFITS & CLAIMS

CVAMC eligibility & enrollment information- If not registered with the VAMC, contact CVAMC eligibility & enrollment coordinators at 610-384-7711 x 4265/4266 Or you can register online at: <https://www.1010ez.med.va.gov/sec/vha/1010ez/>; Ensure you select which VA medical center which you want to be seen. The **Benefit books** are available at Bldg. 2, B10; For an electronic version visit: www.va.gov

CVAMC Call Center- To schedule all appointments, contact Call Center at (610) 383-0239 or (610) 384-7711 x 4239 or x 3349. Monday through Friday 7:30am-4:30 pm (normal business hours); leave voice mail after hours.

Claims and benefits assistance available at CVAMC-Need help navigating the VA Benefits System. Veteran Service Officers & Veterans benefits counselors are here to assist you:

- **American Legion** at DAV transportation office, Bldg. 2 basement every 4th Saturdays of the month from 9:00-2:00 pm.
- **Disabled American Veterans** at Voluntary Service, Bldg. 5, Rm, B07 on Thursdays and Fridays from 9:00-2:00 pm.
- **Military Order of the Purple Heart** at Voluntary Service, Rm, B07 Basement on Mondays from 9:00-2:00 pm.
- **Veterans of Foreign Wars** at Voluntary Service, Rm, B07 Basement on Tuesdays and Wednesdays from 9:00-2:00 pm.
- **Veterans Benefits Counselors**- at Bldg. 57B, Rm 254 on Thursdays and Fridays from 9:00-2:30 pm.

In order to accommodate all of the Veterans we serve, an **appointment is required**. For Veterans receiving inpatient services, contact your unit clerk to set up appropriate date and time. For all other Veterans, contact (610) 384-7711 x 4239 or 1-800-290-6172 x 4239 to set up appropriate date and time

CVAMC PATIENT REPRESENTATIVE/ADVOCATE

If you have concerns about your VA health care, please discuss those concerns with your health care team. If a satisfactory resolution is not reached, please contact Diane Murray, our new patient representative who can be reached at (610) 384-7711 x 4339 at Bldg. 2, Room 117E.

VISN 4 VETERAN CENTERS

Bucks Vet Center 2 Canal's End Road, Suite 201B Bristol, PA, USA, 19007 (215) 823-4590	Lancaster Vet Center 1817 Olde Homestead Lane, Suite 207 Lancaster, PA 17601 (717) 283-0735 or 877-927-8387
DuBois Vet Center 100 Meadow Lane, Suite 8 DuBois, PA 15801 (814) 372-2095 Or 877-927-8387	Philadelphia Vet Center 801 Arch Street Suite 502 Philadelphia, PA 19107 (215) 627-0238
Erie Metro Vet Center Renaissance Centre 240 W. 11 St, Suite 105 Erie, PA 16501 (814)-453-7955	Philadelphia Vet Center NE 101 E. Olney Avenue, Suite C-7 Philadelphia, PA 19120 (215) 924-4670
Harrisburg Vet Center 1500 N. Second Street Suite 2 Harrisburg, PA 17102 (717)-782-3954	Pittsburgh Vet Center 2500 Baldwick Rd Pittsburgh, PA 15205 (412)-920-1765
McKeesport Veterans Resource Center Oak Park Mall 2001 Lincoln Way	Scranton Vet Center 1002 Pittston Ave. Scranton, PA 18505

McKeesport, PA 15131 (412)-678-7704	(570)-344-2676
Montgomery County Vet Center 320 E. Johnson Hwy, Suite 201 Norristown, PA 19401 (215) 823-5245	Williamsport Vet Center 49 E. Fourth Street Suite 104 Williamsport, PA 17701 (570)-327-5281

**CVAMC OPERATION ENDURING FREEDOM/
 OPERATION IRAQI FREEDOM/
 OPERATION NEW DAWN PROGRAM (OEF/OIF/OND)
 Case Management Program**

This Program is for Veterans who served during Operations Enduring Freedom (OEF), Iraqi Freedom (OIF) or New Dawn (OND) (November 11, 1998 to present).

Eligibility- Veterans who were deployed or called to serve under Title 10 Orders in support of OEF, OIF or OND are eligible for this program. An Honorable, General or Under Honorable Conditions discharge must have been obtained. The OEF/OIF/OND team can assist Veterans who needs help with a discharge upgrade.

Services Offered: *Case Management *Compensation and Pension *Counseling *Dental *Education Resources (GI Bill: Post 9/11 or Montgomery GI Bill; Vocational Rehabilitation and Employment benefit)* Mental Health *Pharmacy *Physical Therapy *Post Deployment Health Clinic *Primary Care *Prosthetics * Residential *Sexual Trauma Services* Social Work Services*Stress Management *Substance Use *Urgent Care * VA Home Loans * Vocational Services * Women's Health*

5 Years of Cost-Free Health Care for Combat Veterans

Veterans who served in support of Operations Enduring Freedom (OEF), Iraqi Freedom (OIF) or New Dawn (OND may be copay exempt for the first five years after separating from active duty for hospital care, medical services (to include medications), and nursing home care for any illness which cannot be clinically ruled out as being related to deployment service.

- Currently enrolled Combat Veterans will have their enhanced enrollment period extended to five years from their most recent date of discharge from last active duty.
- Combat Veterans who applied for enrollment after January 16, 2003, but were not accepted for enrollment based on the application being outside the previous post-discharge two year window will be automatically reviewed and notified of the enrollment decision.
- If Veterans enroll for VA health care during these periods, enrollment status will be maintained at the end of this period.

One-time Cost Free Dental Evaluation and Treatment

- VA offers free dental benefits for evaluation and treatment for recently discharged Veterans.
- Veterans may qualify for these benefits if they meet both of the following requirements:
 - Veterans served more than 90 days of continued service, and
 - Veterans' DD214 does not show that they received all needed dental service at least 90 days prior to their separation
- Note: Veterans must apply for this dental care within **180 days** (approximately six months) of separation from active duty service.

What is The Post Deployment Health Clinic (PDHC)?

- PDHC is an integrated care clinic for Veterans who have served in support of Operation Enduring Freedom, Operation Iraqi Freedom and Operation New Dawn.
- The clinic enables Veterans to see their treatment team consisting of a primary care provider, a mental health provider and social worker for a comprehensive evaluation during one appointment. The Veterans meet with and are assessed by each provider individually.
- The treatment team meets together and then invites Veterans to join them in discussing their treatment plan and to answer any questions Veterans may have. It exists to save time and improve Veterans care by consolidating 3 appointments into one. The total time the Veteran spends in the clinic is 4 hours.

Classes: Make the Connection

- **What?** Classes offered for Operations Enduring Freedom (OEF), Iraqi Freedom (OIF) or New Dawn (OND) Veterans on program information, benefits and resources available. It is our turn to serve you; we provide hands on assistance with the following at the computer lab:
 - Corrections to DD214
 - Discharge Upgrade application
 - eBenefits
 - GI Bill: Post 9/11 or Montgomery GI Bill application
 - VA home loan application
 - Vocational Rehabilitation and Employment (VR&E) benefits application
 - And other applications pertaining to program
- **Who can attend?** Open to any OEF/OIF/OND Veteran (male or female) outpatient and those participating in residential rehabilitation treatment programs or grant and per diem transitional programs at the Coatesville VAMC. The programs include: 39A, 39B, 7A, 8A and 8B. This also includes: Independence Hall (Bldg. 4A), The Mary E. Walker House (Bldg. 9A), LZ II (Bldg. 6A) and Fresh Start (Bldg.10)
- **Days/Time/Location:** Effective June 19, 2014 every Thursday from 3:15-4:15 pm at CVAMC Employment Development Center (Computer Lab), Bldg. 57 Basement, Rm B14. **Classes start promptly at 3:15 pm.**
- **Facilitators:** Alan Reiland, LSW (OEF/OIF/OND Case Manager); Audrey Hall, LCSW (OEF/OIF/OND Program Manager)
- **How to register?** Just show up. No registration is required.
- **For more information?** OEF/OIF/OND Program Manager, Audrey Hall, LCSW at 610-384-7711, extension 2831; Bldg. 57B, Rm. 221; Audrey.hall2@va.gov

SAVE THE DATE!

Welcome Home Veterans Job Fair

Friday, 9-5-2014

10am-2pm

Coatesville VAMC, Great Hall

How to get started with the OEF/OIF/OND program?

1. **Eligibility and Enrollment-** Veterans must be Combat Eligible and enrolled for VA health care. To start this process, Veterans can contact eligibility and enrollment coordinators at 610-384-7711 extensions 4265/4266. Veterans can also visit <https://www.1010ez.med.va.gov/sec/vha/1010ez/>, and select the Coatesville VA Medical Center.
2. **Appointments-** If enrolled for VA health care at the Coatesville VA Medical Center, Veterans can contact OEF/OIF/OND Program Support Assistant, Rosalind Phillips at 610-384-7711, extension 6855 for appointments with OEF/OIF/OND program manager and case managers.
3. **For consultation, referral or program information,** please call, email or add program manager, Audrey N. Hall, as a CPRS cosigner; 610-384-7711, extension 2831; Audrey.hall2@va.gov. Located at Bldg. 57B, Rm. 221.

VA Healthcare – VISN4 is a network of 10 VA Medical Centers and 45 community-based outpatient clinics. VISN 4 provides health care and social services to Veterans in Pennsylvania and portions of Delaware, New Jersey, New York, Ohio, and West Virginia.

VA Medical Center Returning Service Members Coordinators:

Location	OEF/OIF/OND Program Managers /Telephone	
VISN 4 Program Lead	William Cress	412-822-3425
Altoona	Timothy Kananen	814-943-8164 x7182
Butler	Steven A Salomonsen	724-285-2493
Clarksburg	Matt Dalrymple	304-623-3461 x3393
Coatesville	Audrey Hall	610-384-7711 x 2831
Erie	Tammy Breter	814-860-2965
Lebanon	Jessica Lightner	717-272-6621 x5694
Philadelphia	Emmanuel Estacio	215-823-5800 x 6860
Pittsburgh	Amy Boyles	412-822-2363
Wilkes-Barre	Sandra Dompkosky	570-824-3521 x 4297
Wilmington	Sarmite Tyus	302-994-2511 x 4810

Transition Patient Advocates – East

Maria Williams	215-796-2190
Steve L. Wilson	215-796-2285

Transition Patient Advocates – West

Richard "Buzz" Bryan	412-302-4817
Bill Smathers	412-551-9651

Who is my OEF/OIF/OND Team at Coatesville VAMC:

1. **Audrey Hall**, LCSW (Program Manager) at 610-384-7711 x 2831; Bldg. 57B, Rm. 221.
2. **Alan Reiland**, LSW (Case Manager) at 610-384-7711 x 2849; Bldg. 57B, Rm. 221C
3. **Schenay Miles**, LSW (Case Manager) at 610-384-7711 x 2818; Bldg. 57B, Rm. 221B
4. **Rosalind Phillips** (program support assistant) at 610-384-7711 x 6855; Bldg. 57A, Rm. 161

**COMMONLY USED OUTPATIENT WELLNESS PROGRAMS & RESOURCES:
BEHAVIORAL HEALTH, WELLNESS & RECOVERY; MEDICAL/HEALTH; SUBSTANCE USE;
HOUSING; EMPLOYMENT & SPIRITUALITY**

Behavioral Health: Wellness & Recovery

CVAMC Outpatient Mental Health Clinic- The outpatient mental health clinic has been reorganized into interdisciplinary teams consisting of a group of professionals working together to provide recovery oriented, evidence-based mental health care. Members of the team may include mental health professionals, such as social workers, nurses, psychiatrists, psychologists, and administrative staff. Each provider in a team has a different set of skills and experiences. The team works together to identify treatment options and to provide veterans with access to a range of mental health services. This new program is intended to provide better access to mental health treatment, delivering the right care at the right time. **For information**, contact: Dr. Sudol at (610)384-7711 x 6830/6328.

- **Available services:** Individual and group psychotherapy, medication management, social work services.
- **Who is eligible?** Enrolled and eligible outpatient veterans and military persons. Services are also available to eligible family members.
- **Refer to this program by:**
- Veterans can be seen by a social worker through a consult, walk in clinic or through a treatment team referral. Please call 610-384-7711 x6801 to verify walk-in hours.
- Providers can place consults to outpatient psychiatry and/or outpatient psychology.

If you are a provider, please make sure that the Veteran is aware of the referral and is willing to attend within 14 days. All Veterans referred to the Mental Health Clinic must be seen within 30 days, per VA regulations. If Veteran cannot commit to this, provide them the telephone number for the front desk. They may call when ready or place the consultation at a later time when Veteran will follow-through. Please do not place the consultation without the Veteran's agreement.

Wellness & recovery groups offered:

- **Anger Management-**12 week Cognitive Behavioral Group Treatment Program designed to help Veterans learn new coping skills to manage anger every Wednesday @ 10am at CVAMC Behavioral Health Interdisciplinary Program (BHIP), Bldg. 57A, Room 150. For more information or to register contact: Abigail Rich, LCSW at Abigail.Rich@va.gov or ext. 6824
- **Behavioral Sleep Workshop-**Veterans with sleep disturbances. Offered at CVAMC Behavioral Health Interdisciplinary Program (BHIP), Bldg. 57A, Room 150 every Monday at 2:30 pm. For information and registration, contact group facilitator: Dr. Inman at (610)384-7711 x 6833.
- **Cognitive Behavioral Therapy Group (CBT)** - Increase awareness of thoughts and the interaction between thoughts, feelings, and behaviors. Offered at CVAMC Behavioral Health Interdisciplinary Program (BHIP), Bldg. 57A, Room 150 every Tuesday at 1:00 -2:00 pm. For information and registration, contact Karen Chang, LCSW at (610)384-7711 x 6811.
- **Coping Skills Group-** Build skills to manage emotions, stress, and mental health symptoms. Offered at CVAMC Behavioral Health Interdisciplinary Program (BHIP), Bldg. 57A, Room 150, every Friday at 1:00 -2:00 pm. For information and registration, contact group facilitator: Ms. Melissa McElwaine, MSW, LCSW at (610) 384-7711 x 6806.
- **Dialectical Behavioral Therapy (DBT)-** Learn skills to manage overwhelming emotions and improve relationships. Offered at CVAMC Behavioral Health Interdisciplinary Program (BHIP),

Bldg. 57B, Room 232, every Wednesday from 1-2:30, beginning on 5/7/14. For information and registration, contact group facilitators: Dr. Mercadante, psychologist, at 610-384-7711 x 6818.

- **Group Psychotherapy for People with Anxiety** (90m) - Anxiety management education and coping skills. Offered at CVAMC Behavioral Health Interdisciplinary Program (BHIP), Bldg. 57B, Room 255 every Monday at 10:30 am-12:00. For information and registration, contact group facilitator: Dr. Kerr at (610) 384-7711 x 6826.
- **Illness Management and Recovery (IMR)** -Increase mental illness awareness and develop coping strategies. Offered at CVAMC Behavioral Health Interdisciplinary Program (BHIP), Bldg. 57A, Room 150 every Thursday at 11:00 am. For information and registration, contact social work department at (610)384-7711 x 5155/5160.
- **"MOVING FORWARD"-A Problem-Solving Class to Help Achieve Life's Goals-MOVING FORWARD** is an educational program. It was developed to help Veterans like you become more successful in reaching life's goals. Conducted in a classroom setting, it teaches practical problem-solving skills to help people like you overcome obstacles that often stand in the way of your dreams. Four 1-hr. weekly classes. Program will be every Thursday at 3:00 at CVAMC Behavioral Health Interdisciplinary Program (BHIP), Bldg. 57A, Room 150. For more information or to sign up for this Class, contact Melissa McElwaine LCSW (610) 384-7711 x 6806
- **Lesbian, Gay, Bisexual & Transgender Support Group-** LGBTQ outpatients and inpatients every Monday at 1:00pm at CVAMC Behavioral Health Interdisciplinary Program (BHIP), Bldg. 57B, Room 223. For information and registration, contact group facilitator: Dr. Moon at (610)384-7711 x 2825.
- **Occupational Therapy (OT) Therapeutic Media Program**-is a Mental Health group which incorporates various media/crafts to improve decision making, focus & concentration, socialization, stress management, self esteem, problem solving, and self-expression. For information and registration, contact Chris Woods, OTR/L at (610)384-7711 x 5261.
- **Occupational Therapy (OT) Life Skill Program** - Provides therapy with a group focus on a variety of everyday issues determined by the group member's needs, such as: cognitive skills, money management, independent skills, self image, interpersonal skills, values, relapse prevention, and community intervention/reentry trips. For information and registration, contact Chris Woods, OTR/L at (610)384-7711 x 5261.
- **Support And Family Education (SAFE)** - SAFE is a support and education program for family members living with a Veteran who has a mental health and/or substance use condition. Telephone support group monthly; Meeting in person every quarter. First Wednesday of every month from 5:30-7:00 pm at CVAMC Behavioral Health Interdisciplinary Program (BHIP), Bldg. 57A, Room 150. For information or registration, contact group facilitator: Nadine Carpenter, LCSW, at (610)384-7711 x 6306 or Nadine.Carpenter@va.gov
- **Wellness Recovery Action Plan (WRAP)-** Increase awareness and management of mental health symptoms. Offered at CVAMC Behavioral Health Interdisciplinary Program (BHIP), Bldg. 57A, Room 150 every Monday at 11 am. For information or registration, contact group facilitator: Ms. Abigail Rich, MSW, LCSW at (610)384-7711 x 6824.

The PTSD Clinical Team (PCT) -The PTSD Clinical Team (PCT) is an outpatient program which specializes in assessing and treating veterans diagnosed with Post Traumatic Stress Disorder (PTSD). The PCT serves veterans from all eras and works with veterans who have both combat and non-combat PTSD. The PCT is composed of licensed Psychologists who have extensive training in specialized treatments for PTSD. The PCT is housed in the Outpatient Mental Health Clinic, which is located on the first floor of Building 57 at the Coatesville VA Medical Center. The PCT also provides specialized services at Coatesville's two Community-Based Outpatient Clinics in

Springfield and Spring City, PA. Daytime and evening appointments are available.

Evidence-based Services offered by the PTSD Clinical Team include:

- **Cognitive Processing Therapy** – Individual Cognitive Behavioral treatment for PTSD.
- **Integrative Behavioral Couples Therapy** - Couples therapy that focuses on decreasing relationship distress in couples.
- **Prolonged Exposure Therapy** - Individual Cognitive Behavioral treatment for PTSD.
- **Eye Movement Desensitization and Reprocessing Therapy** – An intensive time-limited individual therapy that uses eye movements to help veterans process trauma associated with PTSD.

Groups offered:

- **PTSD 12-step Support Group** (Combat & Non-Combat) - Offered every Thursday at 4:00 pm at the All Faith Chapel, Room 114. No registration required. Just show up. For information, contact group facilitator: Chaplain Joyce at (610)384-7711 x 3478/3476.
- **PTSD Support Group**-Combat PTSD group with Post-Traumatic Stress Disorder (PTSD) CVAMC Behavioral Health Interdisciplinary Program (BHIP), Bldg. 57A, Room 150 every Monday at 10:00 am OR Tuesday at 10:00 am OR Wednesday at 11:00 am. For information or registration, contact group facilitators: Dr. Sudol at (610)384-7711 x 6830/6328 or Dr. Trisha Barclay at (610)384-7711 x 6852
- **PTSD Support Group**-Combat PTSD at CVAMC Behavioral Health Interdisciplinary Program (BHIP), 57A, Room 150, first and third Wednesdays of every month at 9:00 am. For information or registration, contact group facilitator: Dr. Kerr at (610)384-7711 x 6826.
- **PTSD Support Group**-Combat support group for Veterans with Post-Traumatic Stress Disorder (PTSD) at CVAMC Behavioral Health Interdisciplinary Program (BHIP), Bldg. 57A, Room 150 every Friday at 10:00 am. For information or registration, contact group facilitator: Dr. Noce at (610)384-7711 x 6823.
- **Seeking Safety**- Combat PTSD and addiction at CVAMC Behavioral Health Interdisciplinary Program (BHIP), Bldg. 57A, Room 150 on Wednesdays at 2:15-3:30 pm. For information or registration, contact group facilitators: Dr. Hertz at (610)384-7711 x 6801/6821.
- **Seeking Safety (Men only)**- *Non-combat PTSD and addiction* (men with interpersonal trauma) at CVAMC Behavioral Health Interdisciplinary Program (BHIP), Bldg. 57A, Room 150 every Monday at 2:15 -3:30 pm. For information or registration, contact group facilitator: Dr. Sudol at (610)384-7711 x 6830/6328.

For program information on PTSD clinic team, Dr. Sudol at (610)384-7711 x 6830/6328.

CVAMC Biofeedback Clinic

Population served: Coatesville VAMC inpatient and outpatient Veterans

Services: The Biofeedback Clinic provides electromyographic (EMG), skin temperature (ST), skin conductance (SC), and heart rate variability (HRV) assessments and training; hypnotic assessments and self-hypnosis training; individual cognitive-behavioral therapy/counseling; and group relaxation/stress management/coping skill training for the variety of psychiatric and psychophysiological disorders including, but not limited to, anxiety, anger, panic, phobias, OCD, headaches, sleep disturbance, chronic pain syndromes, and other stress-related disorders.

Groups offered:

- **Stress Management Education** -Inpatients and outpatients by referral (8 modules) Bldg. 7, Room B06 every Monday, Tuesday, Wednesday and Thursday at 3:00 PM. For information or

registration, contact group facilitator: Dr. Pekala at (610)384-7711 x 4944.

- **Stress Management Support Group-** Learn and practice stress management skills (outpatients) Bldg. 2, Room 107A every Tuesday at 1:00 PM. For information, contact group facilitator: Dr. Pekala at (610) 384-7711 x 4944. No referral is necessary for this group. Just show up on Tuesdays at 1 PM to Room 107A of Bldg. 2. This group consists of 13 modules on stress management and wellness promotion and recycles every quarter (3 months).

How to refer to Biofeedback Clinic: Biofeedback Consult (Attention: Dr. Ron Pekala, PhD) needed from the treatment provider. **For program information,** please call the Biofeedback Coordinator, Dr. Ron Pekala, PhD at (610) 384-7711 x4944

CVAMC Mental Health Intensive Case Management (MHICM): The program works with Veterans who have a high recidivism rate and frequent inpatient hospital use. We provide community based care for individuals with severe mental illness. We assist the Veteran to live in the community, becoming as independent as possible by building on his/her strengths. **For program information:** Contact program coordinator, Joseph Storz, at 610-384-7711 x 4249

CVAMC Neuropsychology and Psychology Assessment Speciality Clinic

Population served: Inpatient and outpatient Veterans referred for Neuropsychological assessment

Services: Neuropsychological assessment, psychological testing, individual neurocognitive rehabilitation, and weekly process oriented groups for persons with history of traumatic brain injury (TBI) or acquired brain injury (ABI).

Group offered: Brain Injury Group – For Veterans with traumatic brain injury; the group focuses on emotional adjustment associated with changes in cognitive functioning. Offered at the CVAMC Neuropsychology Clinic, Bldg. 57B, Room 223 every Tuesday at 11:00 am. Referral and pre-screening are required; for additional information, contact Laura Fahringer x 2835 or Dr. Dow at (610)384-7711 x 2833.

How? Neuropsychology Consult (Attention: Donald Dow PhD) needed from VA treatment provider. **For more information,** contact coordinator, Dr. Dow at (610)384-7711 x 2833

CVAMC Peer Services

CVAMC Peer Support Program-All Veterans pursuing recovery from mental illness or substance use disorders will have access to Peer Support Services. All Veterans enrolled in VA health care are eligible to see a Certified Peer Specialist.

Available services:

- **Individual, group and community reintegration meetings** are available by trained Certified Peer Support Specialists.
- **Peer Support Continuing Education & Support** - At the medical center and in the community. Anyone is welcome to attend: Consumers, friends, Veterans, family members, community mental health providers, advocacy groups & Veteran service organizations. No registration required; just show up! Next trainings:
- 7/16/14 @ 1-4 PM on **How to care for yourself** (3 CE hrs.) @ Government Services Center, 601 Westtown Rd., room 171, West Chester

- 9/17/14 @ 1-4 PM on **Spirituality** (3 CE hrs.) @ Coatesville VAMC @ 1400 Black Horse Hill Road, Building 5, Room 3, Coatesville.
- 11/18/14 @ 1-4 PM on **Natural Supports and Community Supports** (3 CE hrs.) @ Government Services Center, 601 Westtown Road, room 250, West Chester
- **Peer to Peer Groups** – This is a peer to peer support group with the following goals: Give and receive peer support; learn and practice problem-solving and coping skills; set and plan short and long-term goals; brainstorm solutions with your peers; share and learn information on resources within Coatesville VAMC and in the community. Open to any Veteran (male or female) receiving outpatient and residential services at Coatesville VAMC. This includes: Independence Hall (Bldg. 4A), The Mary Walker House (Bldg. 9A), The Landing Zone 11 (Bldg. 6A) and Fresh Start (Bldg.10). The groups are every Tuesday and Thursday from 3:00-3:45 pm, Bldg. 57B, Room 255. Facilitated by Certified Peer Specialists, Justin Slater and Veda Vazquez. Just show up. No registration required.
- **3 Day Wellness Recovery Action Plan (WRAP) Training** -At the medical center and in community. Anyone is welcome to attend: Consumers, friends, Veterans, family members, community mental health providers, advocacy groups & Veteran service organizations. **Free trainings-**
- 6/11/14, 6/12/14 & 6/13/14 from 8:00-4 daily @ Community Crossroads Peer Support Center @ 825 Paoli Pike, Room, 3rd floor, West Chester. Register with Dorinda Westmoreland at dwestmoreland@chesco.org or 610-344-6265.
- 10/28/14, 10/29/14 & 10/30/14 from 8:00-4 daily @ Coatesville VAMC, 1400 Blackhorse Hill Road, Building 5, Room 3, Coatesville. Registration dates: 9-8-14 until 10-20-13. Please email, phone or fax: Francis Green, Certified Peer Specialist and WRAP facilitator at Francis.Green2@va.gov OR (610) 384-7711 ext. 2848/610-487-4729; Fax- 610-380-2338. To register, please provide full name, email address and phone number to reach you.

For Peer Support Program information, contact Coatesville VAMC's Certified Peer Specialists: Francis Green at (610) 487-4729; Cheryl Hall at (484) 832-0025; Justin Slater at 484-862-0110 or Veda Vazquez at 484-862-0111

CVAMC SCRATCH team-Under the oversight of Dr. Steven Chambers, the Scratch Team was founded several years ago by a group of Veterans who had been through the domiciliary and transitional housing programs.

- **The goal of the Scratch Team** is to provide support to current Veterans in our domiciliary and transitional housing programs through the sharing of real life experiences. The Scratch Team members volunteer their time to meet on a twice weekly basis to provide peer counseling to Veterans in Homeless Domiciliary one night and Fresh Start on the other night.
- **"Keeping It Real Forums"**- Through these meetings and quarterly "Keeping It Real Forums", Scratch Team members have shared how they and other Veterans started from scratch and are highly productive citizens in the local community.
- **New residents** are provided with an opportunity to meet the domiciliary alumni and interact with them about real life experiences – what to do and not do in their quest for recovery and healthy living in the community.
- **Scratch Team members:** Crystal Allen, Harriet Carter, Derrick Davis, Sterling Davis, Stardetta Hatton, Frederick Hyland, Robert Rogers and Charles Wilcox.
- **Dates/Times/Locations:** Every Thursday at 6:00-7:00 pm on Homeless Domiciliary, Bldg.

7A, Dayroom; Tuesdays monthly at 6:00-7:00 pm, Fresh Start, Bldg. 10 Dayroom. Scratch Team conducts quarterly "Keeping It Real Forums"/"Chat & Chews" and an Annual Unity Cook-Out all in the Great Hall typically on the 5th Tuesdays of the month.

- **Program coordinator**, Dr. Steven Chambers at (610)384-7711 x5656

CompeerCORPS- From Compeer Chester County and the PA Compeer Coalition. **Veterans Helping Veterans-** This is a new service to be offered in partnership with OMHSAS (Office of Mental Health and Substance Abuse Services). It uses the power of supportive, one-to-one friendships to improve the lives of Veterans who are striving for good physical and mental health. Trained Veteran volunteers are matched in same-gender friendships with other veterans who are looking for supportive friendship. Compeer friendships are proven effective to improve physical health and emotional wellbeing! Call to find out about becoming a CompeerCORPS volunteer or to find out more about the program. **For more information and registration**, please contact Farley Calhoun, 732-277-7432 or Farley.calhoun@me.com. Visit www.compeerchesco.org

MEDICAL, HEALTH, FITNESS & WELLNESS PROGRAMS

CVAMC Caregiver Program- A VA program that offers a wide range of services to Caregivers of eligible Veterans of all eras. Additional services, including a monthly stipend, are available for eligible Veterans who were seriously injured in the line of duty on or after 9-11-2001. The Caregiver Support Coordinator can help you apply for services, guide you through the process and address any questions. **For more information and registration**, contact Caregiver Support Coordinator: Maureen Miller, (610)384-7711 x 5310. **National Caregiver Support Line** at 1-855-260-3274, Monday through Friday from 8am to 11pm ET, and Saturday from 10:30am to 6pm ET.

Groups offered:

- **Caregiver Telephone Support Group-**For Caregivers of all era caring for Veterans with chronic medical illnesses and mental health conditions. Twice a month on Wednesdays, 10:30 - 11:50 am by telephone. For information and registration, contact Caregiver Support Coordinator: Maureen Miller, (610)384-7711 x 5310.
- **Caregiver Support Group (Dementia)** -For family caregivers of Veterans with dementia offered on second Tuesday of the month at CVAMC, Bldg. 138B, Community Living Center at 11am. For information and registration, contact group facilitator: Melanie Challstrom at (610)384-7711 x 3105.
- **Caregiver Support Group (PTSD)** (90 minutes) -For family, partners and friends of veterans with PTSD. Offered at CVAMC Behavioral Health Interdisciplinary Program (BHIP), Bldg. 57B, Room 223, every first and third Monday at 2:30pm to 4pm. For information and registration, contact group facilitator: Dr. Hertz at (610) 384-7711 x 6801/6821.
- **Caregiver support group (Visual Impairment)** - For family & friends of veterans with visual impairment on Wednesdays 1-2 quarterly, Bldg. 5 Room 2. For information and registration, contact group facilitator: Dr. Hertz at (610) 384-7711 x 6801/6821.
- **Support And Family Education (SAFE)** - SAFE is a support and education program for family members living with a Veteran who has a mental health and/or substance use condition. Telephone support group monthly; Meeting in person every quarter. First Wednesday of every month from 5:30-7:00 pm at CVAMC Behavioral Health Interdisciplinary Program (BHIP), Bldg. 57A, Room 150. For information or registration, contact group facilitator: Nadine Carpenter, LCSW, at (610)384-7711 x 6306 or Nadine.Carpenter@va.gov

CVAMC Geriatrics and Extended Care (GEC)- A number of programs for senior Veterans both at CVAMC and in your own home. For information, contact Melanie Challstrom, LCSW at 610-384-7711 x-3105, pager 121, or by email @ Melanie.Challstrom@va.gov or Cynthia Coston, LSW, Dementia Clinic at 610-384-7711 x-6080 or by email @ Cynthia.Coston@va.gov.

CVAMC Medical Foster Home Program-A program for Veterans who are seeking an alternative to assisted living or nursing home placements, and wish to remain in the community by living with a family in a home environment. For more information, contact acting coordinator, Karen Amspacher at 610-384-7711x 3377; Itasha Jackson (back up) at 610-384-7711 x 3335.

CVAMC MY HEALTHERVET Website and Program

The mission of My HealtheVet: Is to improve health care for all Veterans by providing one-stop online access to tools to help Veterans better manage their health, make informed health decisions, and store important health and military history information. With My HealtheVet, America's Veterans can access trusted, secure, and informed health and benefits information at their convenience. My HealtheVet is the gateway to web-based tools that empower Veterans to become better partners in their health care.

Available services-Current features include:

- Access to health information libraries and resource centers
- Access to information on VA benefits, services, and forms
- Access to wellness reminders generated by your VA medical record
- Access to your Personal Health information via VA Blue Button*
- Personal health journals and vital sign tracking and graphing
- Recording personal health and military health history
- Refilling VA prescriptions online and storage of complete personal medication information*

These tools are only available to those Veterans/caregivers that complete the "In Person Authentication" requirement for My HealtheVet. For more information on "In Person Authentication," please look on the home page of the My HealtheVet website or call the My HealtheVet office at 610-384-7711 x 6230 or 3387.

Who is eligible? Any Veteran or their caregivers/family members can register for an account on My HealtheVet. VA employees and their families can also register for an account on the website. Any Veteran who has an account with My HealtheVet is encouraged to complete the "In Person Authentication" process to access ALL the tools that are available on the website.

Refer to this program by: No referral is needed.

Please note: Those caregivers/family members who are POA for Veterans can also register the Veteran on the website and can complete the In Person Authentication process for the Veteran as long as the POA documentation is recorded in the Veteran's VA medical record

For program information, contact Barbara DeHaven, BSN, RN, Care Coordinator -POC My HealtheVet at 610-384-7711 x 6230 or 3387 or go to www.myhealth.va.gov

CVAMC Patient Aligned Care Team (PACT)- Team approach to primary care delivered at CVAMC and the CBOC's in Springfield and Spring City. For information, Contact Jennifer Negron, LCSW at 610-384-7711 x-3362, pager 166, or by email @ Jennifer.Negron@va.gov.

CVAMC Pharmacy-The Coatesville Medical Center has its own pharmacy to provide convenient and efficient service to our veteran population. Our pharmacy cannot issue medications or supplies prescribed by private physicians. We fill only prescriptions issued by Coatesville VA Medical Center and Fee Basis physicians. Location-Building 2, Floor 2. Contact Number(s)-610-384-7711 Ext. 4813 (Veterans receiving outpatient care) or (610) 384-7711 x 4282 (Veterans receiving inpatient care). Prescriptions may be refilled either by phone (1-800-290-6172) or via the Internet. Prescriptions may also be filled online using VA's My HealtheVet program. You will need a user id and password to log in. If you do not have one, you can easily get one by creating your personal profile.

CVAMC Polytrauma/Traumatic Brain Injury (TBI) Program-A program for any Veteran who sustained head trauma and other related medical conditions, requiring comprehensive assessment, treatment planning and case management. For program information, contact Polytrauma/TBI coordinator, David Richards (610) 384-7711 x 2842 or david.richards2@va.gov, Bldg. 57B Room 220A.

CVAMC: Primary Care Program-Located in Building 2, the Coatesville Medical Center's Primary Care Service Line offers an extensive range of treatment modalities with emphasis on health promotion and disease prevention. Our primary care providers are internationally recognized for breakthrough research in a number of primary care areas. For additional information please call: (610) 384-7711 extension 4239. Out of area please dial 1-800-290-6172.

Programs Offered-Contact your primary care team if you need any of these or other services:

- Health Promotion and Disease Prevention
- Management of Acute and Chronic Medical Conditions
- Referrals for Specialty and Other Levels of Care
- Special Medical Examinations
 - Agent Orange Registry
 - POW
 - Gulf War Veterans
 - Compensation and Pension
 - Catastrophic Disability
- Specialty Clinics
- Urgent Care/Follow-up Care
- Veteran and Care Giver Education
- Weight Management

Specialty Programs Include:

- Dementia
- Infectious Disease
- Neurology
- Optometry
- Podiatry
- Urology
- Women Veteran's Healthcare

Health Promotion and Disease Prevention Program & Services available:

- **Diabetes Self-Management Program**- Multi-discipline approach to controlling diabetes, taught by nurse, dietician, pharmacist, physical therapist and psychologist. Offered at CVAMC,

Springfield and Spring City CBOC. 4 week class from 1:00-3:00 pm. For information and registration, contact (610) 384-7711 x 3359 or 6231

- **CVAMC MOVE!** -Weight Management Program for Veterans includes nutritional, behavioral and physical activity education to promote a healthy weight and lifestyle. The MOVE! program offers group or individual sessions or TeleMOVE! using home telehealth technology. Talk to your provider or contact (610)384-7711 x 6231
- **Pain School** –This 9-session group will teach you to better manage chronic pain. The group is for Veterans with chronic pain and those willing to consider non-medical approaches to cope with pain. Offered Mondays at 1:00-2:00 pm, Bldg. 2, 1st floor in Primary Care Conference Room. For information and registration, contact group facilitator: Dr. Hayburn at (610) 384-7711 x 6210 or 3359.
- **Smoking Cessation Support Group**- Quitting or cutting back on tobacco every Wednesday at 1:00 pm Bldg. 7, Room B06. For information or registration, contact group facilitator: Dr. Pekala at (610)384-7711 x 4944.
- **Treat your own neck and back**- Treat your own neck and back. Offered every 2nd and 4th Monday of every month from 2:00-4:00 pm. For information, contact at (610)384-7711 x 3359.
- **Yoga:** A series of yoga poses to increase strength, energy, balance, endurance and flexibility. No registration required. Just show up. For information, contact at (610) 384-7711 x 3359. Open to any Veteran (male or female) receiving VA residential or outpatient services every Tuesday from 4:00-5:00 & Wednesdays 4:00-5:00 pm, Bldg. 57B, Room 232.

CVAMC Spinal Cord Injury (SCI) Program-A program for any Veteran with a spinal cord injury, requiring comprehensive assessment, treatment planning and case management. For information, contact Jennifer Negron, LCSW at 610-384-7711 x-3362, pager 166, or by email @ Jennifer.Negron@va.gov.

CVAMC: Telehealth Programs

The Telehealth Programs include the following:

- **Home Telehealth Program**
- **Clinical Video Telehealth Program**
- **Store & Forward Telehealth Program**

The Home Telehealth (HT) program: The goal of the Home Telehealth program is to help Veterans and their providers better manage difficult health problems and to avoid complications that might lead to emergency room visits, hospitalizations, or permanent long-term care placement. The program is geared toward Veterans with chronic diseases that require close monitoring and may have life threatening complications such as congestive heart failure, diabetes, chronic lung disease or high blood pressure. We also monitor mental health conditions such as depression, PTSD, and Bipolar disorders. The program may also be used for monitoring of acute conditions for short periods of time or for Veterans at risk for developing a disease and have a need for additional education, monitoring, and reinforcement.

- **Who is eligible?** You must meet the following criteria to be considered for admission to the home telehealth program.
 - Any Veteran who has one or more of the conditions listed above
 - You must have a primary care or mental health provider at the VA providing your telehealth services
- **Refer to this program by:** Talk to your provider about referral to the home telehealth program.

The Clinical Video Telehealth (CVT) program: The goal of the CVT program is to provide veterans with quick, convenient and secure access to health care services from remote facilities. CVT instantly connects a veteran in one location with a provider in a different location. This connection allows for REAL TIME INTERACTION between Veteran and provider. Special equipment provides a way for providers to interact without being in the same location. CVT helps you access healthcare services locally without having to make long trips to see a specialist or other provider. Some of our current CVT programs are:

- Pharmacy ("Coumadin Management") clinic
- Nutrition/MOVE (weight loss program) counseling
- Diabetic Education clinic
- Mental Health clinics
- "Treat your own Neck/Back pain" clinic
- Spinal Cord Injury clinic for assessment and follow up care
- Audiology – hearing aid follow up
- Low vision clinic with Lebanon VA

If you are interested in any of these clinics, please talk to your provider about referral to these clinics.

The Store & Forward Telehealth (SFT) program: The goal of the SFT program is also to provide veterans with quick, convenient and secure access to health care services from remote facilities. SFT is different from CVT in that it is NOT REAL TIME interaction. SFT works by having a test done locally and the results are sent to a provider at a remote location for interpretation and evaluation. There is a slight delay between when the test is done and when the provider looks at the information. The results are usually sent back to the local facility within several days. It is NOT used for urgent or emergency issues. SFT also helps you access healthcare services locally without having to make long trips to see a specialist or other provider. Some of our current SFT programs involve:

- Dermatology imaging
- Diabetic Retinal Imaging
- EKGs
- Echocardiograms

If you are interested in any of these clinics, please talk to your provider about referral to these clinics.

For program information on any of the Telehealth Programs, contact 610-384-7711 x 3821. Our team: Telehealth Program Manager: Beth Defeo, RN, Care Coordinators; Dawn Ruth, RN; Michael Selby, RN; Linda Ingram, RN; Barb Dehaven, RN, Jessica Perez, RN, Telehealth Technicians: Amy Richardson, Maria Grier, Chuck Taylor, Shanell Green, Maria Pierce

CVAMC Visual Impairment Services Team (VIST)- A program for legally blind or severely visually impaired Veterans. For information, Contact Michelle Focht, LCSW at 610-383-0231, pager 133, or by email @ Michelle.Focht@va.gov.

Groups offered:

- **Caregiver support group (Visual Impairment)** - For family & friends of veterans with visual impairment on Wednesdays 1-2 quarterly, Bldg. 5 Room 2. For information and registration, contact group facilitator: Dr. Hertz at (610) 384-7711 x 6801/6821.
- **Visual Impairment support group** -Veterans who are legally blind or severely visually impaired. Meets quarterly in Bldg. 5 Room 3 on Wednesdays at 1pm. For information or registration, contact group facilitator: Michelle Focht, LCSW at 610-383-0231.

CVAMC Women's Health Services-About the Program: The Women Veterans program is committed to meeting the unique needs of women Veterans by delivering the highest quality comprehensive health care to each woman, while offering her privacy, dignity, and sensitivity to gender specific needs.

Health services available within the Women's Health Clinic include:

- Birth control
- Cancer Screenings
- Nutrition counseling
- Osteoporosis screening and treatment
- Pelvic exams
- Primary Care
- Smoking Cessation
- STD testing, treatment, and counseling
- Wellness and Healthy Living

Referrals are made from the clinic for:

- Evaluation and treatment of breast cancer
- Evaluation and treatment of gynecological conditions
- Infertility evaluation and treatment (except for in-vitro fertilization)
- Mammograms
- Maternity care

To schedule an appointment, please contact the Women's Health clerk at (610) 384-7711 X 3356. **For program information**, contact women Veterans' program manager, Anne Brown at (610) 384-7711 x 3660

Housing

Independence Hall (4A) -Is a 40 bed transitional housing program model serving two distinct populations for male Veterans: Homeless veterans with serious mental illness (SMI), and homeless veterans in need of **emergency "stop-gap" housing**. For information or applications, contact Coatesville VAMC Homeless Coordinator: Jerome Sturm, LCSW at (610) 384-7711 x 6301/6303.

CVAMC Homeless Outreach Services team outreaches to Veterans who are homeless or at-risk of homelessness in Delaware, Montgomery, Chester, Lower Berks or Eastern Lancaster counties. The program aims to lead Veterans on a path out of homelessness to recovery and quality living by linking him or her to VA health care and benefits while providing ongoing support and advocacy. Homeless Outreach Case Managers:

- **Chester County, Eastern Lancaster and Southern Berks counties:** Kathleen Dolengo, LCSW, (610) 384-7711 x 5619; cell (484) 832-4419
- **Delaware County:** Nancy Snyder, LCSW, (610) 384-7711 x 5620; cell (610) 496-4920
- **Montgomery County:** David Barker, LMSW, (610) 384-7711 x 5630; cell (610) 487-4688.
- **RN case manager for Montgomery County & above counties as needed:** Jim Cowley, RN at (610) 384-7711 x 5629; cell (484)266-9789
- **Philadelphia County:** Mark Salvatore, RN, (215) 219-6815; Richard Burdo, RN, (215) 287-3152

CVAMC Grant Per Diem (GPD) Programs -The residential homeless programs operated by community organizations on the grounds of Coatesville VAMC include: **Fresh Start** (Bldg. 10); **Landing Zone II (LZ 2)** (Bldg. 6) and the **Mary Walker House** (Bldg. 9). For more information, contact Grant Per Diem Coordinator: Claudia Hepler, MSW, LCSW at (610) 384-7711 x 6331.

Homeless Veteran Hotline, contact toll-free 1-877-424-3838;
<http://www.nationalresourcedirectory.gov>; on line "live chat": <http://www1.va.gov/homeless>.

CVAMC HUD-VASH Program- is a long-term intensive case management program for homeless Veterans with high persistent case management needs. HUD-VASH is collaboration between the US Department of **Housing and Urban Development** and the Department of Veterans Affairs. **VASH** stands for VA Supported Housing.

Groups offered:

- **Substance Use Disorders Support group-** Open discussion and facilitated to benefit Veterans at various stages in their recovery from substance use and homelessness. Offered every Tuesday at 10:15-11:15 am at CVAMC Behavioral Health Interdisciplinary Program, Bldg. 57B, Room 255. Veterans must be enrolled in HUD-VASH program. For information, contact group facilitator: Shawn Rogan, M.A, at (610)384-7711 x 2804.
- **HUD/VASH Support group-** Open discussion, support and education to benefit Veterans at various stages in their recovery from mental illness, substance use and homelessness. Offered every Tuesday at 1:00-2:00 pm at CVAMC, Bldg. 57B, Room 255. Veterans must be enrolled in HUD-VASH program. No registration required; just show up. For information, contact group facilitators: Robin Handwerger, LCSW at (610)384-7711 X 5632, Pat White, LCSW at (610)384-7711 x 2826

For referral to HUD/VASH program, Veteran will need to contact his/her primary therapist.

ConnectPoints: Chester County has a one stop point of access system for homeless individuals and their families. This is a 24 hour seven day a week hotline number at 1-800-935-3181. If a Veteran is in need of a shelter bed in Chester County, Veteran or provider must contact Connect Points to access a shelter bed.

Legal

CVAMC Veterans Justice Outreach (VJO) Program-The program works with justice-involved Veterans. A justice-involved Veteran is any Veteran who has contact with the judicial system, law enforcement or the jail system. VJO coordinators: Diana Zinnie, LCSW at (610) 384-7711 x 2851; cell (610) 496-5406 or Rhonda Sanford, LCSW at (610) 384-7711 x 2850; cell (484) 667-1988 or Lily Thomas, LCSW at (610) 384-7711 x 2807

Are you a Veteran? Do you need Legal Advice? -Learn about any and all of the following topics: Appeals; Bankruptcy; Custody and visitation; Elder law; Employment problems; Expungement; Housing; No asset divorce; Outreach Program; Pardons; Protection from abuse; Public benefits; Social Security; Unemployment compensation; Veterans Justice. Please bring any and all documents pertaining to your legal situation.

- The Legal Clinic with an attorney from **Legal Aid of Southeastern Pennsylvania** is open to Veterans who have been referred by a social worker. This offering is part of the medical

center's Veterans Justice Outreach Program which connects justice-involved Veterans with VA health care services.

- **2014 dates for VJO/legal aid Clinic: Please note:** The clinic is at 9:30 am on a first come first serve basis.
 - June 11 –Bldg. 38, Room 125D
 - July 9 – Great Hall, Bldg. 5
 - August 13 – Great Hall, Bldg. 5
 - September 10 – Great Hall, Bldg. 5
 - October 8 – Great Hall, Bldg. 5
 - November 12 – Great Hall, Bldg. 5
 - December 10 – Bldg. 38, Room 125D

For information or questions, contact VJO coordinators: Diana Zinnie, LCSW at (610) 384-7711 x 2851; cell (610) 496-5406 or Rhonda Sanford, LCSW at (610) 384-7711 x 2850; cell (484) 667-1988 or Lily Thomas, LCSW at (610) 384-7711 x 2807

PHYSICAL MEDICINE AND REHABILITATION PROGRAM (PM&R)

About Services: Provides diagnostic and evaluation services, -physical rehabilitation, preventative therapy, palliative therapy and patient health education.

- **Physiatry**-Performs evaluation, prescribes appropriate treatments and makes referrals to therapies as indicated, diagnostic testing through EMG and nerve conduction studies, routine follow up with ongoing therapy.
- **Audiology**-Diagnoses and treats hearing disorders, prescribes and dispenses hearing aids and supplies, counsels Veterans and family members regarding hearing loss and communication strategies.
- **Kinesiotherapy**-Gait training including mobility with Alzheimer's disease, strength and endurance training for inpatients and outpatients, specialty programs, aquatic therapy, edema management, back safety education for employees, weight loss program, fitness and weight training, and mobility prescription.
- **Occupational Therapy**-Evaluate and treat Veterans with a wide variety of medical and psychosocial conditions, focus on activities of daily living with the goal to maximize safety and independence in order to maintain the highest level of functional ability, upper extremity rehabilitation, mobility prescription, skin management through the use of specialty equipment, positioning, education, restraint reduction. Provide opportunities for skill building by offering therapist facilitated community activities. Utilization of therapeutic modalities to address psychosocial goals.
- **Recreation/Creative Arts Therapy**-Provide services designed to meet the physical, cultural, social, and emotional needs of Veterans through recreation, art, music modalities. These include off station programming, leisure education, music interventions, art programming, pet therapy, social events, sport games, horticulture, fitness programming.
- **Physical Therapy**-Evaluate and treat individuals with orthopedic, neurological and cardiopulmonary diagnoses, therapeutic exercise programs, provision of modalities for pain relief and soft tissue mobilization, mobility prescription, assess and train with appropriate walking devices, lower extremity edema reduction.

- **Speech Therapy**-Assessment and treatment of speech/language and swallowing disorders. Completes assessments for swallowing disorders via video fluoroscopic swallowing studies. Makes recommendations for altered diets and offers compensatory strategies for food and liquid intake.

How do I receive services? Contact your primary care provider; they will generate a consultation for PM & R Services.

For program information, contact PM & R program manager, Matthew Funke at (610)384-7711 x5204

Spirituality: Chaplain and Chapel Services

The Chaplains are at your service during your stay in this medical center. Ministries include the following:

- Private devotions (Scripture and prayer)
- Talking about spiritual problems. If the problem affects the way you feel about life, it is a spiritual problem.
- Calling your clergyperson (pastor, minister, rector, priest, rabbi, or imam), faith community or spiritual advisor.
- Consulting your doctor or other members of the medical center staff or faculty member.
- Let the Chaplains know directly or through the volunteer or ward personnel when you desire sacraments, ordinances or rites that your chaplains can provide.

Outpatient Groups offered:

- **Outpatient Spirituality Group (men & women)**- Offered at CVAMC Behavioral Health Interdisciplinary Program (BHIP), Bldg. 57B, Day room every Wednesday at 9:00 am. No registration required. Just show up. For information, contact group facilitator: Chaplain Semanhya at (610)384-7711 x 3487.
- **Women's Spirituality Group** -Open to all women Veterans (mandatory for Power Program). Offered at CVAMC Behavioral Health Interdisciplinary Program (BHIP), Bldg. 57A, Room 150, every Wednesday at 4pm. For information or registration, contact group facilitator: Chaplain Joyce at (610)384-7711 x 3478/3476.

For more information on Chaplain and Chapel services, contact 610) 384-7711x3476/3477/3475

Outpatient Substance Use Disorders Programs

Substance Use Disorders Outpatient (SUD OP) Program-

- The **SUD OP program**- Is designed for Veterans who are in recovery from substance use. Participating Veterans may be from the community or may reside in one of the Grant and Per Diem programs on the campus of Coatesville VAMC. Veterans who participate in the SUD OP program may have recently completed residential substance abuse treatment, and/or be either early or late in recovery. The SUD OP program offers both an Intensive Outpatient (IOP) program, with groups and workshops running from 8:15am through 2:00pm daily, as well as a more traditional outpatient program, with participation expected in between one to three process groups weekly. Individual outpatient sessions are also provided by the SUD OP clinical staff by Veteran request, or as clinically indicated. SUD Outpatient staff has the credentials

needed to do Drug and Alcohol Evaluations required for legal issues, including DUI's.

- **Orientation Group-** This drop-in group meets every Wednesday at 1:00pm in Bldg. 57B, Room 255. Every Veteran enrolling in the SUD OP program must attend the Orientation Group, although with SUD OP staff permission, it is possible to begin attending other groups and programs prior to attending Orientation. Although Veterans can show up without prior notice, it is preferable to register in advance. Veterans (or providers) can contact Chuck Palmer at (610)384-7711, x 6839 to register.
- **Community Meeting-** This brief group experience assists participating Veterans with orienting to the day's program and prepares them to participate in the rest of the activities of the day. Community Meeting is held at 8:15am daily.
- **SUD OP Process Groups-**The **Phase I** process group meets Monday through Thursday at 9:00am in the 57B Center Day Room. **Phase II** and **Phase III** process groups are assigned following graduation from the Phase I process group. Phase I process group members are eligible for graduation after they have attended 20 group sessions.
- **Men's Group-** Held Bldg. 57B, Room 232 on Fridays at 9:45am. This process group focuses on issues that are specific to men in our Society, as they navigate the challenges inherent in maintaining a recovery-oriented lifestyle.
- **SUD OP Psychoeducational Workshops** -Focus on a variety of topics related to recovery and facilitating successful adjustment without resorting to relapse. They are held daily Monday through Friday, at 10:15am and 1:00pm at Bldg. 57B, Room 232. Topics covered include relapse prevention; medical aspects of addiction and recovery; social work resources; financial management skills; social skills; and leisure education (such as creation of artistic productions and participation in recreational activities). *Participants in these psychoeducational workshops generally also attend one or more of the process groups held earlier in the day.*

CVAMC Substance Abuse Disorder (SUD) Case Management Program (Bldg. 57B, Room B33)-Is an outpatient case management service supporting Veterans in their own homes to continue their sobriety thru the continuum of care using the recovery model with a primary diagnosis of substance abuse and are living in Chester, Delaware, Montgomery, southern Berks or eastern Lancaster counties. It provides resources to meet medical, psychological and psychosocial needs, all in the community setting. SUD case management team includes:

- Matt Winger, LCSW, (610) 384-7711 x 5753; cell (484) 639-8169
- Jessica Benites, RN, (610) 384-7711 x 5750 ; cell (610) 496-4998
- Matt Kubasta, RN, (610) 384-7711 x 5312; cell (484) 667-9785

For information and referral, contact Matt Winger, LCSW (610) 384-7711 x 5753.

Substance Use Disorders Support group- Open discussion and facilitated to benefit Veterans at various stages in their recovery from substance use and homelessness. Offered every Tuesday at 10:15-11:15 am at CVAMC Behavioral Health Interdisciplinary Program, Bldg. 57B, Room 255. Veterans must be enrolled in HUD-VASH program. For information, contact group facilitator: Shawn Rogan, M.A, at (610)384-7711 x 2804.

Work Restoration: Scope of Services

Any Veteran who is eligible for VA healthcare is eligible for Work Restoration services, and there are no associated co-pays for these services. Services are initiated upon receipt of a "Work Restoration Medical Assessment Consult" completed by the Veteran's primary care provider, which advises if physical limitations need to be considered in the rendering of vocational services.

- **Vocational Assessment** – Veterans referred to Work Restoration begin with a vocational assessment including an overview of past employment, education, skills, future housing plans, strengths, needs, abilities and preferences. It helps determine the course of vocational treatment. They may be referred to one or more of the following clinics:
- **Transitional Work Experience (Employment Development Services)**- Veterans are given real work opportunities at the medical center or community businesses under contract for the purpose of job readiness evaluation and work hardening. Assignments may range from 1 to 4 calendar months, 20 –40 hours per week. Inpatient and outpatient veterans are served based on their needs and desire for work-hardening and evaluation prior to seeking competitive employment. *Offices are located in Bldg. 58, Room B-03 and B-04, and office hours are 7:30 – 4:30, Monday through Friday.*
- **Employment Development Resource Center** – Formal and informal computer instruction and resume assistance are offered, and a resource center for job postings, fax machine, personal computers and a message center is maintained for all veterans in need of vocational assistance. *The Employment Development Center is in Building 57, Room B-14, and it is open from 8:00 a.m. – 7:30 p.m., Monday through Thursday, and 8:00 a.m. – 3:30 p.m. on Friday.*
- **Job Search** – Veterans are given individualized assistance in attaining community employment through counseling, transportation assistance, job leads, and cold-calling opportunities. Veterans may be referred to Job Search directly, or transition from TWE to Job Search, depending on their needs. *Offices are located in Building 58, Room B-04, and office hours are 7:30 a.m. – 4:00 p.m., Monday through Friday.*
- **Incentive Therapy** –provides opportunities for veterans with serious disabilities who do not currently express the desire to work in the community to be productive by participation in light duty assignments on campus. *Office is located in Building 57, Room B-09, and office hours are 7:30 a.m. – 4:00 p.m., Monday through Friday.*
- **Supported Employment** – Veterans are offered ongoing vocational assessment, job matching, job coaching and follow along support to attain and maintain community employment. This program is designed for veterans with serious mental illnesses who express interest in community employment. Employment specialists collaborate with the veteran's treatment team to program for success. *Office is located in Building 58, Room B-04, and office hours are 7:30 a.m. – 4:00 p.m., Monday through Friday.*
- **Homeless Veterans Supported Employment** – Veterans are offered ongoing vocational assessment, job matching, job coaching and follow along support to attain and maintain community employment. This program is designed for Veterans served in any VA homeless program who express interest in competitive employment. Employment specialists collaborate with veterans treatment team to program for success. *Office is located in Bldg. 57, Room B-43, and hours are 7:30 a.m. – 7:30 p.m. from Mondays through Thursdays, and 7:30 a.m. to 4:00 p.m. on Fridays.*
- **For more information,** Contact Sue Wieser, Supervisor of Vocational Rehabilitation Services @ (610) 384-7711 x 5287.